Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	Low	FCR Total
Board of Pardons and Parole	Metro C Help Desk	Cliff Jensen	1 1	1 1
		Reed Stohel	1 1	1 1
		Ross Owen	4 3	4 3
		Assigned to Individual Total	6 5	6 5
	Assigned Group Total		6 5	6 5
Customer Company Total			6 5	6 5

Board of Pardons and Parole

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents	
			Bottom Number - Missed Inital Response	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**MIR Total**
Board of Pardons and Parole	Metro C Help Desk	Cliff Jensen	1 0	1 0
		Reed Stohel	1 0	1 0
		Ross Owen	4 0	4 0
		Assigned to Individual Total	6 0	6 0
	Assigned Group Total		6 0	6 0
Customer Company Total			6 0	6 0

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Board of Pardons and Parole	Metro C Help Desk	Cliff Jensen	1 0.00	1 0.00
		Reed Stohel	1 0.00	1 0.00
		Ross Owen	4 0.00	4 0.00
		Assigned to Individual Total	6 0.00	6 0.00
	Assigned Group Total		6 0.00	6 0.00
Customer Company Total			6 0.00	6 0.00

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Board of Pardons and Parole	Metro C Help Desk	Cliff Jensen	1 0	1 0
		Reed Stohel	1 0	1 0
		Ross Owen	4 0	4 0
		Assigned to Individual Total	6 0	6 0
	Assigned Group Total		6 0	6 0
Customer Company Total			6 0	6 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	**Top Number - Total Incidents** **Bottom Number - Average time in hours**	
			Low	**ATTR Total**
Board of Pardons and Parole	Metro C Help Desk	Cliff Jensen	1 0.00	1 0.00
		Reed Stohel	1 0.00	1 0.00
		Ross Owen	4 0.00	4 0.00
		Assigned to Individual Total	6 0.00	6 0.00
	Assigned Group Total		6 0.00	6 0.00
Customer Company Total			6 0.00	6 0.00

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Detail

INC000000618188	Julie K Brown	PC/Laptop	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed		TTR Missed: No	0.00
INC000000621478	Kym Chaplin	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Closed		TTR Missed: No	0.00
INC000000625170	Taryn Hardman	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Closed		TTR Missed: No	0.00
INC000000628390	Melissa Stapley	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Resolved		TTR Missed: No	0.00
INC000000629916	Julie K Brown	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Resolved		TTR Missed: No	0.00
INC000000630131	Camie Escobar	Application	Password	Utah Master Directory			TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Resolved		TTR Missed: No	0.00